

How Can I Add a Virtual Account to My Smart Account?

Contents

For External Customer / Partner Use Only: These instructions are provided to help customers / partners perform the action themselves to resolve the issue. If the customer / partner runs into issues in the instructions, please have them open a case with licensing support (<https://www.cisco.com/go/scm>) to help resolve. Please **DO NOT** perform these actions yourself if you are an internal Cisco resource outside of the Licensing Support team.

Before you start, ensure that you have:

- Active Cisco.com account
- Smart Account Administrator User Role

Step 1: Go to [Cisco Software Central](#) and log in with your cisco.com credentials.

Step 2: Select the Smart Account from the Smart Account Selector at the top right corner.

Step 3: Click on Manage account under the Manage Smart Account section.

Step 4: Click on Virtual Accounts in the Dashboard menu.

Step 5: Click Create Virtual Account.

Step 6: Enter values for the attributes of the Virtual Account and Click Next.

Step 7: Click Assign Users.

Step 8: Select the Scope of Access to provide to the user(s).

Step 9: Choose the User Role to grant from the dropdown selector.

Step 10: Choose the method to Add users from the dropdown selector: Add Users Manually or Import from CSV File.

Step 10a: To Add User Manually: Enter the users' Cisco.com IDs or email addresses, and click Add

OR

Step 10b: To import from CSV file: Click Upload users

Step 11: Click Next

Step 12: Review the Virtual account details, Users list and Click Create Virtual Account

Troubleshooting:

If you experience an issue with this process, that you cannot address, please open a case in [Support Case Manager \(SCM\)](#).

For feedback on the content of this document, please submit [here](#) .